

## State Entered Vendor Administration Guidelines

Dear eVA VSS User and/or Procurement Manager:

You have been given VSS Administration privileges to submit State Entered Vendors and/or you are in a Procurement Management position that must monitor or approve State Entered vendor purchases or State Entered Vendor submissions.

Every effort should be made to purchase from eVA Self-Registered vendors in good standing. The submission of a State Entered Vendor should be used for the purpose of placing orders to vendors who are not registered in eVA and there is no eVA Self-Registered Vendor available to meet your needs:

- The Vendor has been directed to Self-Register and refused.
- The Agency or Institution is compelled to do business with this Vendor and has no other alternative source for the purchase.
- It is understood the Agency or Institution will be responsible for paying the unregistered vendor fees on applicable orders.

Prior to submitting a State Entered Vendor a request should be made to the vendor to Self-Register with eVA.

State Entered vendors are designated as such throughout eVA and once active are available for purchasing to all agencies. All applicable eVA fees are paid by the purchasing agency, therefore, purchases from State Entered Vendors should be closely monitored by agency procurement offices. Remember, State Entered Vendors can \*switch to Self-Registered at any time and should always be encouraged to do so.

State Entered Vendors should NOT be submitted when the vendor is already registered in eVA. Follow the guidelines below when submitting your SEV's.

### **A. The vendor has already been registered in eVA but the status is Pending Approval**

- Self-Registered/State Entered: The registration is pending approval. Request the vendor contact eVA Customer Care and provide information and/or documents needed to process the registration to Active status.

**B. The ordering location is registered and the status is Active but the Payment Address is not in eVA**

- Self-Registered: Vendors may have multiple payment addresses in any registered account. Request the vendor add the payment address to their current registration or they may complete Form #9 at <https://eva.virginia.gov/pages/eva-customer-care.htm>
- State Entered: Vendors may have multiple payment addresses in any State Entered account. You should submit Form #13 at; <https://eva.virginia.gov/pages/eva-customer-care.htm>

**C. The vendor is registered and the status is Active but the ordering location you need is not in eVA**

- Self-Registered: Request the vendor add the location to their currently registered account. <http://www.eva.virginia.gov/pages/eva-cbt-account-maintenance-add-business-location.htm>.
- State Entered: \*\*State Enter the vendor as a location to the current State Entered account

**D. Vendor is Self-Registered but the status is Discontinued, Non-Payment, Bad-Address or Suspended**

- The account is currently in a non-active Status. Orders, payments, or other transactions may fail to be received by this vendor. To transact with this vendor their existing account needs to be reinstated in good standing. Instruct the vendor to complete the Reinstatement Request, Form #2, at <https://eva.virginia.gov/pages/eva-customer-care.htm>.
- The vendor refuses to reinstate the account and you are compelled to still do business with this vendor and there is no alternative source: request the account be activated as State Entered via an eMail to eVA Customer Care at: [eVACustomerCare@DGS.Virginia.gov](mailto:eVACustomerCare@DGS.Virginia.gov)

**E. Vendor is registered but the account status is Debarred**

- Contact your Procurement Office for ordering guidance

For questions or assistance, please reach out to **eVA Customer Care**:

Hours: 8:00AM – 4:45PM M-F

TOLL FREE: **866-289-7367** OUTSIDE US: **804-371-2525**

EMAIL: [eVACustomerCare@DGS.Virginia.gov](mailto:eVACustomerCare@DGS.Virginia.gov)

\*Process for vendors to switch from State Entered to Self-Registered accounts:

<https://eva.virginia.gov/library/files/evaadmin/Vendor-Change%20Registration%20Type%20from%20State%20Entered%20to%20Self%20Registered.pdf>

\*\*State Entered Vendor – Process to Create Accounts

<https://eva.virginia.gov/library/files/evaadmin/State%20Entered%20Vendor-Process%20to%20Create%20Accounts.pdf>